



## **Voyager Points of Contact for the State of Missouri:**

### **State Government Relationship Manager (RM)**

**Adam Bruttell – P (832) 486.1172 / Email: [Adam.Bruttell@usbank.com](mailto:Adam.Bruttell@usbank.com)**

Adam will be responsible for project management and acts as a strategic resource for all State Government accounts. Adam will also monitor customer satisfaction, administration of contracts, and conduct quarterly account reviews and training sessions. Adam will serve as a relational liaison between Voyager and the State, leveraging his knowledge of State Government accounts to implement best practices.

### **VP of Relationship Management – Beverly Williams – P (832) 486.1093 / Email: [Beverly.williams1@usbank.com](mailto:Beverly.williams1@usbank.com)**

Beverly is responsible for the overall health and satisfaction of all Voyager State and Federal Government Relationships. The State dedicated Relationship Manager reports directly to Beverly Williams. Beverly will assist, when necessary, with program management and contract and credit compliance for all State and Federal Government clients.

### **Client Services Dedicated Representative – Lynda Long – P Toll Free: (800) 987.6591 / Direct: (832) 486.1207 – F (800) 987.6592 – Email: [Lynda.Long@usbank.com](mailto:Lynda.Long@usbank.com)**

Lynda is your dedicated Account Coordinator. She is able to assist you with any day-to-day issues or account maintenance-related requests. You may email her directly, or advise your Agencies to send email requests to his Customer Service inbox at: [voyagerstate@usbank.com](mailto:voyagerstate@usbank.com) – please reference your account number in the subject line. You may also access your account via the web, using our FleetCommander Online application (please email Lynda for enrollment details).

**Lynda is backed up by the following representatives who are also available to assist you with any questions or concerns:**

**Marlon Claxton – Account Coordinator – P (832) 486.1001 / Email: [Marlon.Claxton@usbank.com](mailto:Marlon.Claxton@usbank.com)**

### **Client Services State Government Team Supervisor – David Tucker – P (832) 486.1155 – Email: [David.Tucker@usbank.com](mailto:David.Tucker@usbank.com)**

David is assigned the responsibility for supervising the State Government Team's day-to-day activity and billing processes. Because the team's client services representatives and dedicated account coordinators report to David, he should be contacted for resolution on any billing disputes or customer service escalation issues.

**Sr Operations Manager - Jodie Collins- P (832) 486.1022**

Jodie Collins manages the client services department. She works directly with the supervisors and the Vice President to ensure staff, customer satisfaction, and needs of our partners and employees. She handles all escalated issues with customers the supervisor was unable to resolve.

**FleetCommander & FleetCommander Online Software Support– To be transferred to a live FCO agent please call 1-800-987-6591**

Yesemoa Alaniz	– P (832) 486.1167 / Email: <a href="mailto:yesemoa.alaniz@usbank.com">yesemoa.alaniz@usbank.com</a>
Brian Widdoes	– P (832) 486.1178/ Email: <a href="mailto:brian.widdoes@usbank.com">brian.widdoes@usbank.com</a>
John McDonald	– P (832) 486.1170/ Email: <a href="mailto:john.mcdonald@usbank.com">john.mcdonald@usbank.com</a>
Troy Lee	– P (832) 486.1245/ Email: <a href="mailto:troy.lee@usbank.com">troy.lee@usbank.com</a>
Rosario Cruz	– P (832) 486.1066/ Email: <a href="mailto:rasario.cruz@usbank.com">rasario.cruz@usbank.com</a>
Beth Brown	– P (832) 486.1236/ Email: <a href="mailto:beth.brown@usbank.com">beth.brown@usbank.com</a>
Charity Johnson	– P (832) 486.1068/ Email: <a href="mailto:charity.johnson@usbank.com">charity.johnson@usbank.com</a>
Tate Knowles	– P (832) 486.1039/ Email: <a href="mailto:tate.knowles@usbank.com">tate.knowles@usbank.com</a>

**Vice President, Client Services –Robert Meyer– P (832) 486.1057 – Email: [Robert.meyer@usbank.com](mailto:Robert.meyer@usbank.com)**

All Client Services Representatives, Technical Support Representatives, and Team Managers report to Robert Meyer. He is responsible for managing all aspects of the Client Services operations. If assistance is required to secure your relationship with Voyager please feel free to contact.

**Merchant Acceptance Coordinator – Brittany Griffin – P (832) 486.1011 – Email: [brittany.griffin@usbank.com](mailto:brittany.griffin@usbank.com)**

Brittany is responsible for handling all Merchant Acceptance and Support issues. Brittany will work with the State to resolve any product code or authorization errors that may occur at Voyager card-accepting locations or merchants.

**Merchant Acceptance National Account Manager: Maintenance Services/TeleTrans – Tom Rajan – P (832) 486.1190 – Email: [tom.rajan@usbank.com](mailto:tom.rajan@usbank.com)**

Tom is responsible for managing Voyager's relationships with the major and independent maintenance and service providers who accept the Voyager card. Tom is also responsible for signing up maintenance providers and acts as a Project Manager when implementing the TeleTrans program to new States or Agencies.

**Merchant Acceptance National Account Manager: Fuel Services – Kimberly Pridgeon – P (832) 486.1231 – Email: [kimberly.pridgeon@usbank.com](mailto:kimberly.pridgeon@usbank.com)**

Kim is responsible for managing Voyager's Relationships with the major oil companies and independent fuel providers. Kim also maintains a great number of relationships with bulk fuel and wethose services providers who also accept the Voyager card.